

TAB 51

From: /O=DELL/OU=AUSTIN/CN=RECIPIENTS/CN=CHERRY_LYNCH
Sent: Friday July 01, 2005 09:52 AM
To: Basinski, Patrick - Authorized Dell Representative; 'patrick.basinski@bakerbotts.com'
Cc: McDonough, Matt - Authorized Dell Representative; Burris, Mike; DiLullo, Jeff
Subject: FW: Alston and Bird Key E-mails
Attachments: Alston and Bird Plan.xls; RE: GX270 failures; RE: GX270 failures; RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423; Alston and Bird Project meeting minutes 6/30/05; RE: Alston and Bird Project meeting minutes 6/30/05

Patrick,

Per our discussion, here is the background....Thanks!

Cherry

From: McDonough, Matt - Authorized Dell Representative
 Sent: Friday, July 01, 2005 10:48 AM
 To: Lynch, Cherry
 Cc: Burris, Mike
 Subject: Alston and Bird Key E-mails

Here is the current schedule for both GX270 and D600 MB replacements:

Here are 2 requests from Jeff Allaman at Alston and Bird for status on the parts needed to complete the GX270 portion of the project

Here is the status e-mail that was send out 6/20/05 in response to Jeff Allaman e-mail about the availability of parts to complete the GX270 portion of the project. This was reviewed by Cherry Lynch and the Account team before sending to the customer.

On 6/24/05 the first location, NYC, for GX270's was completed. Overall 108 GX270 systems were to be serviced, 104 GX270 had the MB replaced, 4 systems were found to have been previously serviced through either break fix or seed stock. The project was completed on time and to the satisfaction of the customer. Here is the e-mail I received from Amy Villalba the Alston and Bird project leader in NYC.

Here are the current action items for the project

Regards,

Matt

Matt McDonough
 Dell, Inc.
 PAD/ SMB PFR PM
 matt_mcdonough@dell.com
 Please note new number
 512-651-8408
 512-283-7758 - FAX

| | A | B | C |
|----|-------------------------------|-------------|-------------------|
| 1 | <u>Alston & Bird Plan</u> | | |
| 2 | <u>Date</u> | <u>D600</u> | <u>GX270 KBB</u> |
| 3 | 6/24/2005 | | NYC |
| 4 | 7/9/2004 | RTA, NYC | RTA, CLT, WDC |
| 5 | 7/16/2005 | CLT, WDC | ATL 1 |
| 6 | 7/23/2005 | ATL 1 | ATL 2 |
| 7 | 7/30/2005 | ATL 2 | |
| 8 | 8/6/2005 | | |
| 9 | 8/13/2005 | | |
| 10 | 8/20/2005 | | |
| 11 | | | |
| 12 | | | |
| 13 | | NYC | New York City, NY |
| 14 | | RTA | Raleigh, NC |
| 15 | | CLT | Charlette, NC |
| 16 | | WDC | Washington, DC |
| 17 | | ATL | Atlanta, GA |

From: JAllaman@alston.com
Sent: Monday June 20, 2005 02:33 PM
Subject: RE: GX270 failures

I'm very disappointed to say that I haven't heard from anyone on this, I must not have appropriately relayed the criticality of the situation. We are going to proceed with the current plan to replace the motherboards in our New York office this weekend and I look forward to confirmation that we will be able to address our other sites as well.

Jeff

From: Allaman, Jeff
 Sent: Friday, June 17, 2005 1:21 PM
 To: jeff_shuster@dell.com; martin_f_davis@dell.com; Cory Dial (cory_dial@dell.com);
 Mike_Burris@Dell.com; Matt_McDonough@Dell.com

Cc: David_Davis@Dell.com
 Subject: GX270 failures

Gentlemen, I'm sorry to bother you but I need some assistance with the message below. As I understand it, the graph of failures on the GX270's shows a very rapid failure rate once the problems begin to occur. We have been working with Mike Burris for a couple of weeks in developing a strategy to proactively replace the boards in our systems as we are already suffering from significant failures. If the statement below is true, our failure rate is going to drastically escalate before we are able to get the systems upgraded. I simply cannot allow this to happen as I was one of the key proponents for continuing to use Dell equipment even in light of our recent problems. If you aren't aware, we have had issues with servers, (RAID arrays crashing, parts not showing up when promised, large number of service calls), with desktops and laptops (the motherboard issue, high failure rates on our D600 laptops, and USB issues on D400 and D600's), and with service (vendors not showing up, not having parts, delayed resolutions from Dell.) These issues have already prevented me from being able to consider Dell for our printer refresh project and to be perfectly candid, should our desktop failure rate escalate any further, will prevent me from considering Dell for our Technology Refresh in 2007. Please let me know what can be done to insure that we will receive all of the GX270 motherboards necessary to complete the replacements by no later than August 15th.

Thanks,

Jeff

Jeff Allaman
 Director of Information Technology
 Alston + Bird, LLP
 404.881.7019
 jallaman@alston.com

Jeff,

As you and I discussed, during today's conference call with Dell Mike Burris informed us that the Dell supply chain had totally "crashed". Their suppliers are not able to supply enough motherboards to proceed with our project. Our allocation of motherboards has been redistributed to warranty repair.

They can commit to completing the NYC office but can not commit to anything beyond that. According to the project manager, Matt McDonough, even when they can resume the project (date to be determined later) they will not be able to commit to more than one office per weekend. Apparently, they are allocated so many units per week. Once those are gone they have to wait another week. Once we decide on a date they will not be able to make a final commitment until 10 days prior to that date.

The immediate question for our folks is -- do we proceed with NYC or hold off until we can complete the entire project? We were scheduled to start on the 24th which is next Friday.

Jimbo

Jeff Allaman
 Director of Information Technology
 Alston + Bird, LLP
 404.881.7019
 jallaman@alston.com

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From: /O=DELL/OU=AUSTIN/CN=RECIPIENTS/CN=MATT_MCDONOUGH
Sent: Monday June 20, 2005 04:21 PM
Subject: RE: GX270 failures

Jeff,

I have just received confirmation from my team about part allocation for the Alston and Bird GX270/D600 MB project.

- My team is on schedule and have boards allocated for the GX270 MB project in NYC on Friday 6/24
- My team is confident that the remaining GX270 MB's and D600 MB's needed to complete the rest of the project will be in place.
- Per your request from the previous e-mail the Alston and Bird GX270/D600 MB project is on schedule to be completed by the latest on 8/15.

If you or your team have any questions please feel free to contact me.

Regards,

Matt

Matt McDonough
Dell, Inc.
PAD/ SMB PFR PM
matt_mcdonough@dell.com
Please note new number
512-651-8408
512-283-7758 - FAX

From: Allaman, Jeff [mailto:JAllaman@alston.com]
Sent: Monday, June 20, 2005 3:33 PM
To: Allaman, Jeff; Shuster, Jeff; Davis, Martin F; Dial, Cory; Burris, Mike; McDonough, Matt - Authorized Dell Representative
Cc: Davis, David
Subject: RE: GX270 failures

I'm very disappointed to say that I haven't heard from anyone on this, I must not have appropriately relayed the criticality of the situation. We are going to proceed with the current plan to replace the motherboards in our New York office this weekend and I look forward to confirmation that we will be able to address our other sites as well.

Jeff

From: Allaman, Jeff

Sent: Friday, June 17, 2005 1:21 PM

To: jeff_shuster@dell.com; martin_f_davis@dell.com; Cory Dial (cory_dial@dell.com);
Mike_Burris@Dell.com; Matt_McDonough@Dell.com

Cc: David_Davis@Dell.com

Subject: GX270 failures

Gentlemen, I'm sorry to bother you but I need some assistance with the message below. As I understand it, the graph of failures on the GX270's shows a very rapid failure rate once the problems begin to occur. We have been working with Mike Burris for a couple of weeks in developing a strategy to proactively replace the boards in our systems as we are already suffering from significant failures. If the statement below is true, our failure rate is going to drastically escalate before we are able to get the systems upgraded. I simply cannot allow this to happen as I was one of the key proponents for continuing to use Dell equipment even in light of our recent problems. If you aren't aware, we have had issues with servers, (RAID arrays crashing, parts not showing up when promised, large number of service calls), with desktops and laptops (the motherboard issue, high failure rates on our D600 laptops, and USB issues on D400 and D600's), and with service (vendors not showing up, not having parts, delayed resolutions from Dell.) These issues have already prevented me from being able to consider Dell for our printer refresh project and to be perfectly candid, should our desktop failure rate escalate any further, will prevent me from considering Dell for our Technology Refresh in 2007. Please let me know what can be done to insure that we will receive all of the GX270 motherboards necessary to complete the replacements by no later than August 15th.

Thanks,

Jeff

Jeff Allaman
Director of Information Technology
Alston + Bird, LLP
404.881.7019
jallaman@alston.com

Jeff,

As you and I discussed, during today's conference call with Dell Mike Burris informed us that the Dell supply chain had totally "crashed". Their suppliers are not able to supply enough motherboards to proceed with our project. Our allocation of motherboards has been redistributed to warranty repair.

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The immediate question for our folks is -- do we proceed with NYC or hold off until we can complete the entire project? We were scheduled to start on the 24th which is next Friday.

Jimbo

Jeff Allaman
Director of Information Technology
Alston + Bird, LLP
404.881.7019
jallaman@alston.com

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From: AVillalba@alston.com
Sent: Friday June 24, 2005 01:27 PM
Subject: RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423

The techs arrived at 8 am and left at 2:30 pm. As I mentioned at our 1 pm call, the Qualxserv techs did a tremendous job. They were very professional, organized, neat, fast and a pleasure to work with!

Here's the status:

We had 1 system we could not locate and 1 system off-site - >2 systems for A+B to replace MB

We had 5 systems the techs flagged as having MB replaced already

1 new MB was defective and was labeled and boxed with the other bad boards for shipment back to Dell

We have 6 remaining new MBs. 2 will be allocated for the systems we need to replace.

I left a message for Randy Christman, but wanted to say again that I would, without reservation highly recommend Matt and his team again and hope to see them back in NYC for the D600 MB project. I don't have Randy or Matt's e-mail so please pass this on.

Thanks for everything and have a nice weekend.

Amy

From: Matt_McDonough@Dell.com [mailto:Matt_McDonough@Dell.com]
 Sent: Thursday, June 23, 2005 12:37 PM
 To: Villalba, Amy
 Cc: Ramos-Lopez, Lissette; Woods, Derick; Slusher, Jim
 Subject: RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423

Super!

Regards,
 Matt
 Matt McDonough
 Dell, Inc.
 PAD/ SMB PFR PM
 matt_mcdonough@dell.com
 Please note new number
 512-651-8408
 512-283-7758 - FAX

From: Villalba, Amy [mailto:AVillalba@alston.com]
 Sent: Thursday, June 23, 2005 11:34 AM

To: McDonough, Matt - Authorized Dell Representative
Cc: Ramos-Lopez, Lissette; Woods, Derick; Slusher, Jim
Subject: RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
Importance: High

Randy and Matt Byerly put my mind at rest that 4 techs will be sufficient. Matt also said he can have a tech here within an hour if we need. Unless there's anything else you can think of, we'll talk tomorrow at 1 pm.
Amy

From: Matt_McDonough@Dell.com [mailto:Matt_McDonough@Dell.com]
Sent: Thursday, June 23, 2005 11:23 AM
To: Villalba, Amy
Subject: FW: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
Importance: High

Amy,

Here are the names of the Qualxserv team that will be coming to your office tomorrow at 8am

Matt Byerly (lead)
Randy Byerly
Chuck Carson
Shady Wahba

I spoke with Randy, who will not be onsite, but I was able to give him some details of the project to relay to his team. He assured me the if you team was able to help locate the systems quickly and nothing unusual happens they should be able to complete the project on time. I also mention the contingency of working later on Friday evening if the job wasn't completed and Randy said he would prefer that as a contingency plan as well.

Randy Christman
Office: 978-848-9204
Cell: 978-302-8348

Regards,
Matt
Matt McDonough
Dell, Inc.
PAD/ SMB PFR PM
matt_mcdonough@dell.com
Please note new number
512-651-8408
512-283-7758 - FAX

From: Christman, Randy [mailto:Randy.Christman@qualxserv.net]
Sent: Thursday, June 23, 2005 9:42 AM

To: Quadri, Juliana - Authorized Dell Representative; McDonough, Matt - Authorized Dell Representative; Melendez, Richard; RRobertson@DellPFR.com
 Cc: GX270@DellPFR.com; kruggiero@dellpfr.com
 Subject: RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
 Importance: High

Correction on the names:

Matt Byerly (lead)
 Randy Byerly
 Chuck Carson
 Shady Wahba

Randy Christman
 Office: 978-848-9204
 Cell: 978-302-8348

-----Original Message-----

From: Christman, Randy
 Sent: Thursday, June 23, 2005 10:28 AM
 To: 'Juliana_Quadri@Dell.com'; Matt_McDonough@Dell.com; Richard_Melendez@Dell.com; RRobertson@DellPFR.com
 Cc: GX270@DellPFR.com; kruggiero@dellpfr.com
 Subject: RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
 Importance: High

I have left 2 voice mails for Amy at her desk Cell just rings Asked to have her paged but she is in a meeting that is scheduled to last at least an hour from now.

Here are three names I will have a fourth shortly.

Chuck Carson
 Shady Wahba
 Mike Smith

Randy Christman
 Office: 978-848-9204
 Cell: 978-302-8348

-----Original Message-----

From: Juliana_Quadri@Dell.com [mailto:Juliana_Quadri@Dell.com]
 Sent: Thursday, June 23, 2005 9:27 AM
 To: Matt_McDonough@Dell.com; Richard_Melendez@Dell.com; RRobertson@DellPFR.com; randy.christman@qualxserv.net
 Cc: GX270@DellPFR.com; kruggiero@dellpfr.com
 Subject: RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423

Randy,

We will need the list of technicians that will be onsite tomorrow for Alston and Bird.

Thanks,

Juliana

From: McDonough, Matt - Authorized Dell Representative
 Sent: Wednesday, June 22, 2005 5:42 PM
 To: Melendez, Richard; 'Randy Robertson'; 'randy.christman@qualxserv.net'
 Cc: 'GX270'; Quadri, Juliana - Authorized Dell Representative; 'kruggiero@dellpfr.com'
 Subject: RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423

That is great news.

Please note the customer needs a list of personal that will be onsite by Thurs as part of building security.

Regards,
 Matt
 Matt McDonough
 Dell, Inc.
 PAD/ SMB PFR PM
 matt_mcdonough@dell.com
 Please note new number
 512-651-8408
 512-283-7758 - FAX

From: Melendez, Richard
 Sent: Wednesday, June 22, 2005 5:39 PM
 To: McDonough, Matt - Authorized Dell Representative; 'Randy Robertson';
 'randy.christman@qualxserv.net'
 Cc: 'GX270'; Quadri, Juliana - Authorized Dell Representative; 'kruggiero@dellpfr.com'
 Subject: RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423

We are prepared to service this account on Friday @ 8AM as originally requested. See attached e-mail. We have a VM into the POC provided - Derrick Woods @ 212-210-9491 to finalize arraignments. We are awaiting a response.

POC Amy Villalba is new information, we will follow-up tomorrow and advise related to a final ETA..

Regards.
 Richard Melendez

QUALXSERV

Technology Service. Solved!

Winner of the 2004 Dell Diamond Award

Dell Service Provider of the Year

BUS: (512) 723-5883; MOBILE: (512) 796-0531

From: McDonough, Matt - Authorized Dell Representative
 Sent: Wednesday, June 22, 2005 5:18 PM
 To: 'Randy Robertson'; randy.christman@qualxserv.net; Melendez, Richard
 Cc: GX270; Quadri, Juliana - Authorized Dell Representative
 Subject: RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423

Randy,

Please see the contact info from my request:

CUSTOMER NAME: Alston and Bird
 CONTACT NAME: Amy Villalba
 CONTACT PHONE: Desk 212-210-9515 / Cell 404-805-1731 / Operator page 212-210-9400
 ALT CONTACT NAME: Derrick Woods
 ALT CONTACT PHONE: 212-210-9491

Regards,
 Matt
 Matt McDonough
 Dell, Inc.
 PAD/ SMB PFR PM
 matt_mcdonough@dell.com
 Please note new number
 512-651-8408
 512-283-7758 - FAX

From: Randy Robertson [mailto:RRobertson@DellPFR.com]
 Sent: Wednesday, June 22, 2005 5:10 PM
 To: randy.christman@qualxserv.net; Melendez, Richard
 Cc: GX270; McDonough, Matt - Authorized Dell Representative; Quadri, Juliana - Authorized Dell Representative
 Subject: RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423

Qualxserv Team,

Please respond to all with an update on the request below. We will need to have an answer ASAP for Dell concerning this customer. From Katie's email below I am seeing that Saturday is the first available date for that area unless I am reading it incorrectly. Please respond to all.

Edit: Yes it is the location in New York. That was Mr. Christman's last Question to Katie. Related emails are attached.

Thanks,

Randy Robertson
Dell Proactive Field Replacement
Customer Support
HYPERLINK "mailto:rrobertson@dellpfr.com"rrobertson@dellpfr.com
'From: Katie Ruggiero [mailto:KRuggiero@DellPFR.com]
Sent: Wednesday, June 22, 2005 2:23 PM
To: Quadri, Juliana - Authorized Dell Representative
Cc: GX270
Subject: FW: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
I was informed by Randy with Qualxserv is in contact with the customer and they would have technicians available for Sat. Customer is to receive parts tommorrow via DHL.

Katie Ruggiero
Dell PFR Customer Support
800.418.8591 ext 2236
HYPERLINK "mailto:kruggiero@dellpfr.com"kruggiero@dellpfr.com"

Regards,
Matt
Matt McDonough
Dell, Inc.
PAD/ SMB PFR PM
matt_mcdonough@dell.com
Please note new number
512-651-8408
512-283-7758 - FAX

From: Quadri, Juliana - Authorized Dell Representative
Sent: Wednesday, June 22, 2005 2:33 PM
To: McDonough, Matt - Authorized Dell Representative
Subject: FW: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
FYI,

Juliana

From: Katie Ruggiero [mailto:KRuggiero@DellPFR.com]
Sent: Wednesday, June 22, 2005 2:23 PM
To: Quadri, Juliana - Authorized Dell Representative
Cc: GX270
Subject: FW: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423

I was informed by Randy with Qualxserv is in contact with the customer and they would have technicians available for Sat. Customer is to receive parts tomorrow via DHL.

Katie Ruggiero
Dell PFR Customer Support
800.418.8591 ext 2236
HYPERLINK "mailto:kruggiero@dellpfr.com"kruggiero@dellpfr.com

-----Original Message-----

From: Juliana_Quadri@Dell.com [mailto:Juliana_Quadri@Dell.com]
Posted At: Wednesday, June 22, 2005 2:11 PM
Posted To: GX270
Conversation: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
Subject: FW: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423

Any updates from Qualxserv regarding service for Friday?

Juliana

From: McDonough, Matt - Authorized Dell Representative
Sent: Wednesday, June 22, 2005 2:08 PM
To: Quadri, Juliana - Authorized Dell Representative
Cc: Burris, Mike; Watson, Dawn; Lynch, Cherry
Subject: RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
Juliana,

Any word yet on Qualxserv confirming service for Friday for Alston and Bird NYC GX270?

Regards,
Matt
Matt McDonough
Dell, Inc.
PAD/ SMB PFR PM
matt_mcdonough@dell.com
Please note new number
512-651-8408
512-283-7758 - FAX

From: Quadri, Juliana - Authorized Dell Representative
Sent: Wednesday, June 22, 2005 7:39 AM
To: McDonough, Matt - Authorized Dell Representative
Subject: FW: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
FYI,

Juliana

From: Katie Ruggiero [mailto:KRuggiero@DellPFR.com]
 Sent: Tuesday, June 21, 2005 4:39 PM
 To: Quadri, Juliana - Authorized Dell Representative
 Cc: GX270
 Subject: RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
 Once the scheduler contacts the customer they will provide the information below. The DSP is Qualxserv.

Katie Ruggiero
 Dell PFR Customer Support
 800.418.8591 ext 2236
 HYPERLINK "mailto:kruggiero@dellpfr.com"kruggiero@dellpfr.com

-----Original Message-----

From: Juliana_Quadri@Dell.com [mailto:Juliana_Quadri@Dell.com]
 Posted At: Tuesday, June 21, 2005 3:55 PM
 Posted To: GX270
 Conversation: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
 Subject: FW: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423

Sydcor,

The customer will need a list of the tech's who will be on site as soon as possible. Can you confirm which DSP we will be using for this project? We will need the tech's names by Thursday.

Thanks,
 Juliana

From: McDonough, Matt - Authorized Dell Representative
 Sent: Tuesday, June 21, 2005 1:29 PM
 To: Quadri, Juliana - Authorized Dell Representative
 Subject: RE: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
 Juliana

Please make sure all are aware the customer has scheduled this for Friday 6/24 8am-6pm. I need to verify the DSP ASAP

Regards,
 Matt
 Matt McDonough
 Dell, Inc.
 PAD/ SMB PFR PM
 matt_mcdonough@dell.com
 Please note new number
 512-651-8408
 512-283-7758 - FAX

From: Quadri, Juliana - Authorized Dell Representative
 Sent: Tuesday, June 21, 2005 1:17 PM
 To: McDonough, Matt - Authorized Dell Representative
 Cc: Quadri, Juliana - Authorized Dell Representative
 Subject: FW: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
 FYI,

Juliana

From: Katie Ruggiero [mailto:KRuggiero@DellPFR.com]
 Sent: Tuesday, June 21, 2005 1:14 PM
 To: Quadri, Juliana - Authorized Dell Representative
 Cc: GX270
 Subject: FW: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
 Juliana,

Order has been placed for parts and service. Customer will be contacted within 72 business hrs for scheduling.

Katie Ruggiero
 Dell PFR Customer Support
 800.418.8591 ext 2236
 HYPERLINK "mailto:kruggiero@dellpfr.com"kruggiero@dellpfr.com
 -----Original Message-----

From: Juliana_Quadri@Dell.com [mailto:Juliana_Quadri@Dell.com]
 Posted At: Monday, June 20, 2005 2:52 PM
 Posted To: GX270
 Conversation: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
 Subject: FW: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423

Sydcor,
 Please ship and service 108 killer bee motherboards for Alston and Bird for SMB. The customer needs service for 6/24/05.

Thanks,
 Juliana

<<AlstonandBird NYC_GX270_PFR_CFA_Service_Project_Request Form.doc>>

From: McDonough, Matt - Authorized Dell Representative
 Sent: Monday, June 20, 2005 11:45 AM
 To: US_PFR_Team
 Subject: PAD - GX270 MB - Alston and Bird - Customer #39375989 Link#3479423
 This is for 108 GX270 MB. This is approved by Cherry and Cori.
 Service needs to be completed on 6/24/05.

Regards,
 Matt
 Matt McDonough

Dell, Inc.
 PAD/ SMB PFR PM
 matt_mcdonough@dell.com
 Please note new number
 512-651-8408
 512-283-7758 - FAX

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From: /O=DELL/OU=AUSTIN/CN=RECIPIENTS/CN=MATT_MCDONOUGH
Sent: Thursday June 30, 2005 03:27 PM
Subject: Alston and Bird Project meeting minutes 6/30/05

Mike,

Please let me know if this OK to send to A&B.

Alston and Bird Project meeting minutes 6/30/05

It was explained to the customer by Mike Burris that unfortunately Dell will not have the GX270 KBB MB stock to complete the project on 7/9. Also that we do not currently have the visibility to complete the GX270 MB projects that follow in July.

Mike Burris stated that 3 "hot swap" GX280's can be sent to each location. Alston and Bird commented that 3 at the bigger location might not be enough. Mike B took the action to see what else could be done to help alleviate the issue.

It was explained that Dell can proceed on the D600 MB project as scheduled; this includes NYC and Raleigh on 7/9. The rest of the dates for D600 are to proceed as planned.

Final D600 tag lists are being confirmed for 7/9 for NYC and Raleigh and are due back to Matt McDonough 7/1

After the call

Amy contacted Matt McDonough about the 4 spare GX270 MB left over from NYC on 6/24. These 4 MB will be sent to and used in Atlanta. These boards need to be returned to Dell by 7/23. If they can't be returned to Dell by then Alston and Bird needs to contact Matt McDonough to make arrangements. Update: the Return Waybills that are being sent to Amy can be used from Atlanta as well.

After the call Jim Slusher called Matt McDonough asking for a statement from Dell stating that the GX270 KBB MBs are not available at this time to complete the project.

Regards,

Matt

Matt McDonough
Dell, Inc.
PAD/ SMB PFR PM
matt_mcdonough@dell.com
Please note new number
512-651-8408
512-283-7758 - FAX

From: /O=DELL/OU=AUSTIN/CN=RECIPIENTS/CN=MATT_MCDONOUGH
Sent: Thursday June 30, 2005 03:32 PM
Subject: RE: Alston and Bird Project meeting minutes 6/30/05

Team,

I just pulled numbers from GX270 MB failure calls for the Alston and Bird account.

May - 79 MB calls
 June - 76 MB calls to date
 266 MB calls to date in '05

This appears to support Alston and Birds concern over the current volume of GX270 system failures

Regards,

Matt

Matt McDonough
 Dell, Inc.
 PAD/ SMB PFR PM
 matt_mcdonough@dell.com
 Please note new number
 512-651-8408
 512-283-7758 - FAX

From: McDonough, Matt - Authorized Dell Representative
 Sent: Thursday, June 30, 2005 4:27 PM
 To: Davis, David; Burris, Mike; Lynch, Cherry; Dial, Cory; Davis, Martin F
 Cc: McDonough, Matt - Authorized Dell Representative
 Subject: Alston and Bird Project meeting minutes 6/30/05
 Importance: High

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Matt

Matt McDonough

Dell, Inc.

PAD/ SMB PFR PM

matt_mcdonough@dell.com

Please note new number

512-651-8408

512-283-7758 - FAX